

General

Title

Health plan enrollees' satisfaction with care: adult health plan enrollees' overall rating of their health plan.

Source(s)

Agency for Healthcare Research and Quality (AHRQ). CAHPS Health Plan Surveys. Adult Commercial Survey 5.0. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 Apr 1. 10 p.

Agency for Healthcare Research and Quality (AHRQ). CAHPS Health Plan Surveys. Adult Medicaid Survey 5.0. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 Apr 1. 9 p.

Agency for Healthcare Research and Quality (AHRQ). CAHPS Health Plan Surveys: overview of the questionnaires. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 May 1. 28 p.

Measure Domain

Primary Measure Domain

Clinical Quality Measures: Patient Experience

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

This measure is used to assess adult enrollees' overall rating of their health plan. Enrollees rate their health plan on a scale from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible.

This measure is based on the CAHPS Health Plan Survey 5.0 (Adult Questionnaire). Please note that there is another version of the survey available: [CAHPS Health Plan Survey 4.0 \(Adult Questionnaire\)](#)

Note: Responses are grouped by rating: percentages are reported for ratings of 9 and 10, 7 and 8, and 6 and lower. The higher the

percentage of ratings for the group 9 and 10 is associated with better quality.

Rationale

The CAHPS Health Plan Survey is a tool for collecting standardized information on enrollees' experiences with health plans and their services. Since its launch in 1997, this survey has become the national standard for measuring and reporting on the experiences of consumers with their health plans. A version of this survey is conducted in almost every state in the United States (U.S.).

The National Quality Forum (NQF)-endorsed Health Plan Survey includes standardized questionnaires and optional supplemental items that can be administered to adults and children in commercial plans and Medicaid plans and programs. To be accredited by the National Committee for Quality Assurance, health plans must submit the results of a modified version of the commercial questionnaire. The Centers for Medicare & Medicaid Services also administers a version of the CAHPS Health Plan Survey designed for Medicare beneficiaries.

The Health Plan Survey asks enrollees about their recent experiences with health plans and their services. This standardized survey was designed to support consumers in assessing the performance of health plans and choosing the plans that best meet their needs. Health plans can also use the survey results to identify their strengths and weaknesses and target areas for improvement.

Evidence for Rationale

Agency for Healthcare Research and Quality (AHRQ). Health plan. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [accessed 2015 Nov 19].

Agency for Healthcare Research and Quality (AHRQ). Read about the Health Plan Surveys. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [accessed 2015 Nov 19].

Primary Health Components

Overall rating of health plan

Denominator Description

Health plan enrollees age 18 years and older who answered the "Rating of Health Plan" item on the CAHPS Health Plan Survey 5.0 (Adult Questionnaire) (see the related "Denominator Inclusions/Exclusions" field)

Numerator Description

Enrollees' rating of their health plan on a scale from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible (see the related "Numerator Inclusions/Exclusions" field)

Evidence Supporting the Measure

Type of Evidence Supporting the Criterion of Quality for the Measure

A formal consensus procedure, involving experts in relevant clinical, methodological, public health and organizational sciences

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Additional Information Supporting Need for the Measure

Unspecified

Extent of Measure Testing

In May 2012, the CAHPS Consortium released the 5.0 version of the Health Plan Surveys. This update applies recent improvements in survey design that resulted from testing of the Clinician & Group Surveys.

Development of the CAHPS Health Plan Surveys included:

Cognitive testing. In order to determine whether the questionnaire items were understandable and meaningful to respondents, the CAHPS Consortium and the National Committee for Quality Assurance (NCQA) submitted the draft of the Health Plan Survey 4.0 to multiple rounds of cognitive testing starting in December 2004. This testing helped survey developers choose the most accurate and accessible language in English and Spanish for each question included in the survey.

Field testing. Once the Consortium had incorporated findings from cognitive testing into the draft instrument, they moved on to the field testing stage. Working closely again with NCQA, they submitted the instrument to field tests at six geographically diverse sites in the spring of 2005, analyzed the field test data, and revised the instrument as needed.

Evidence for Extent of Measure Testing

Agency for Healthcare Research and Quality (AHRQ). Development of the CAHPS Health Plan Surveys. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [accessed 2015 Nov 19].

State of Use of the Measure

State of Use

Current routine use

Current Use

not defined yet

Application of the Measure in its Current Use

Measurement Setting

Managed Care Plans

Professionals Involved in Delivery of Health Services

not defined yet

Least Aggregated Level of Services Delivery Addressed

Single Health Care Delivery or Public Health Organizations

Statement of Acceptable Minimum Sample Size

Specified

Target Population Age

Age greater than or equal to 18 years

Target Population Gender

Either male or female

National Strategy for Quality Improvement in Health Care

National Quality Strategy Aim

Better Care

National Quality Strategy Priority

Health and Well-being of Communities
Person- and Family-centered Care

Institute of Medicine (IOM) National Health Care Quality Report Categories

IOM Care Need

End of Life Care

Getting Better

Living with Illness

Staying Healthy

IOM Domain

Patient-centeredness

Data Collection for the Measure

Case Finding Period

- 12 months or longer (commercial)
- 6 months or longer (Medicaid)

Denominator Sampling Frame

Enrollees or beneficiaries

Denominator (Index) Event or Characteristic

Patient/Individual (Consumer) Characteristic

Denominator Time Window

not defined yet

Denominator Inclusions/Exclusions

Inclusions

All individuals age 18 years and older who have been enrolled in:

The commercial plan for 12 months or longer, with no more than one 45-day break in enrollment during the 12 months

OR

A Medicaid plan or product for 6 months or longer, with no more than one 30-day break in enrollment during the 6 months.

AND

Who answered the "Rating of Health Plan" item on the CAHPS Health Plan Survey 5.0 (Adult Questionnaire). Include refusals, nonresponse, and bad addresses/phone numbers.

Exclusions

Individuals with coverage other than primary health coverage, such as dental-only plan

Deceased

Ineligible (not enrolled in the plan)

Exclusions/Exceptions

not defined yet

Numerator Inclusions/Exclusions

Inclusions

Enrollees' rating of their health plan on a scale from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible

Responses are grouped by rating: percentages are reported for ratings of 9 and 10, 7 and 8, and 6 and lower. The higher the percentage of ratings for the group 9 and 10 is associated with better quality.

Note: Include all completed questionnaires. A questionnaire is considered complete if responses are available for 10 or more of a selected list of key CAHPS items. Refer to the original measure documentation for more information.

Exclusions

Unspecified

Numerator Search Strategy

Fixed time period or point in time

Data Source

Patient/Individual survey

Type of Health State

Does not apply to this measure

Instruments Used and/or Associated with the Measure

CAHPS® Health Plan Survey 5.0, Adult Questionnaire

Computation of the Measure

Measure Specifies Disaggregation

Does not apply to this measure

Scoring

Composite/Scale

Mean/Median

Rate/Proportion

Interpretation of Score

Desired value is a higher score

Allowance for Patient or Population Factors

not defined yet

Description of Allowance for Patient or Population Factors

The CAHPS Team recommends adjusting the survey data for respondent age, education, and general

health status. This makes it more likely that reported differences are due to real differences in performance, rather than differences in the characteristics of enrollees or patients.

Refer to the *Instructions for Analyzing Data from CAHPS® Surveys* document (see also the "Companion Documents" field) for additional information.

Standard of Comparison

not defined yet

Identifying Information

Original Title

Rating of health plan.

Measure Collection Name

CAHPS Health Plan Survey

Measure Set Name

CAHPS Health Plan Survey 5.0, Adult Questionnaire

Submitter

Agency for Healthcare Research and Quality - Federal Government Agency [U.S.]

Developer

Agency for Healthcare Research and Quality - Federal Government Agency [U.S.]

CAHPS Consortium - Health Care Quality Collaboration

Funding Source(s)

Agency for Healthcare Research and Quality (AHRQ)

Composition of the Group that Developed the Measure

1. Agency for Healthcare Research and Quality (AHRQ)
2. National Committee for Quality Assurance
3. CAHPS Consortium/AHRQ Grantees
 - Yale
 - RAND
 - Westat (CAHPS User Network)

Financial Disclosures/Other Potential Conflicts of Interest

None

Endorser

National Quality Forum - None

NQF Number

not defined yet

Date of Endorsement

2015 Jan 7

Adaptation

This measure was not adapted from another source.

Date of Most Current Version in NQMC

2012 May

Measure Maintenance

Unspecified

Date of Next Anticipated Revision

Unspecified

Measure Status

This is the current release of the measure.

This measure updates a previous version: CAHPS® health plan survey and reporting kit 2008. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2009 Jan. various p.

Measure Availability

CAHPS Health Plan Surveys: Adult Commercial Survey 5.0 and CAHPS Health Plan Surveys: Adult Medicaid Survey 5.0 available from the [CAHPS Web site](#) .

For more information, contact CAHPS Technical Assistance at E-mail: cahps1@westat.com; Phone: 1-800-492-9261.

Companion Documents

The following are available:

Health care report card compendium. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [accessed 2015 Feb 5].

CAHPS ambulatory care improvement guide. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [accessed 2015 Feb 5]. This is available from the [Agency for Healthcare Research and Quality \(AHRQ\) Web site](#) .

What's available for the CAHPS Health Plan Surveys. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 May 1. 4 p. This document is available from the [AHRQ Web site](#) .

Instructions for analyzing data from CAHPS surveys. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 Apr 2. 74 p. This document is available from the [AHRQ Web site](#) .

2015 chartbook: what consumers say about their experiences with their health plans and medical care. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2015 Dec. 35 p. This document is available from the [CAHPS Web site](#) .

Fielding the CAHPS Health Plan Survey: Medicaid version. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2008 Jun 17. 28 p. This document is available from the [AHRQ Web site](#) .

Fielding the CAHPS Health Plan Survey: Commercial version. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2008 Jun 17. 30 p. This document is available from the [AHRQ Web site](#) .

For more information, contact the CAHPS User Network at E-mail: cahps1@westat.com; Phone: 1-800-492-9261.

NQMC Status

This NQMC summary was completed by ECRI on April 24, 2007. The information was verified by the measure developer on June 15, 2007.

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This NQMC summary was retrofitted into the new template on April 29, 2011.

This NQMC summary was updated again by ECRI Institute on February 8, 2016. The information was verified by the measure developer on March 31, 2016.

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No copyright restrictions apply.

Production

Source(s)

Agency for Healthcare Research and Quality (AHRQ). CAHPS Health Plan Surveys. Adult Commercial Survey 5.0. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 Apr 1. 10 p.

Agency for Healthcare Research and Quality (AHRQ). CAHPS Health Plan Surveys. Adult Medicaid Survey 5.0. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2012 Apr 1. 9 p.

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